

**Intergovernmental Cooperative Purchasing Agreement
Procurement Officer Determination**
COMAR 21.05.09.04

Per COMAR 21.05.09.02, as a Primary Procurement Unit, the DGS Office of State Procurement (OSP) may initially sponsor or participate in, renew, modify, or administer an Intergovernmental Cooperative Purchasing Agreement (ICPA) on its own behalf or on behalf of another agency when a determination is made under SFP §13-110 and COMAR 21.05.09.04.

Based upon the analysis and market research conducted as identified in the attached Procurement Officer's Determination from the Department of Human Services, Office of Technology for Human Services for the use of Adult Protective Services/Child Protective Services (APS/CPS) Helpline. I have conducted an independent analysis and determined that it is in the best interest of the State to participate in this intergovernmental cooperative purchasing agreement, that doing so will provide cost benefits to the State, promote administrative efficiencies or promote intergovernmental cooperation, and is not intended as a means to evade the purposes set forth under COMAR 21.01.01.03.

Tyler Russell

Dec 14, 2023

Tyler Russell, Procurement Officer, DGS OSP / Date

Mike Haifley

[Mike Haifley \(Dec 14, 2023 11:59 EST\)](#)

Dec 14, 2023

Mike Haifley, Acting Chief Procurement Officer / Date

Atif Chaudhry

Dec 15, 2023

Atif Chaudhry, Secretary, DGS / Date

Attachment

PROCUREMENT OFFICER'S DETERMINATION
Intergovernmental Cooperative Agreement
COMAR 21.05.09.04

Department/Agency: Department of Human Services, Office of Technology for Human Services

Contract Term: 04/12/2024 -03/17/2027

Amount: Estimating \$1,000,000

Category: Information Technology

Contract Type: Fixed Price

Name and Address of Selected Contractor: To be determined by issuing an Invitation for Bids (IFB) to *Sourcewell Contract #120122 - Unified Communications'* contract resellers identified by NEC for the Univerge Blue Contact Center and Interactive Voice Response (IVR) Solution.

File or ID No.: SSA/HELPL-24-001 Adult Protective Services/Child Protective Services
(APS/CPS) Helpline.

The Department of Human Services ("DHS") seeks to participate in an Intergovernmental Cooperative Purchasing Agreement (ICPA) utilizing Sourcewell's contract vehicle as the administrative agency for the procurement of an Adult Protective Services/Child Protective Services (APS/CPS) Helpline. DHS would like to use the Sourcewell ICPA contract vehicle because it would provide for competition and continued use of the current NEC product, Univerge Blue. NEC's Univerge Blue is compatible with DHS' current telecommunications technology. It was first launched June 30, 2022 and Statewide implementation completed August 15, 2022 with Enghouse Touchpoint decommissioned on or about August 26, 2022. It is ideal to continue to use NEC products because the APS/CPS Helpline is an ongoing technology solution effort and will provide stability of services.

Through this competitive process DHS is seeking to continue the implementation of a hosted NEC Univerge Blue Contact Center and IVR Solution to provide a centralized call center with a single 800 number to report suspected abuse or neglect and access to other Adult and Child Welfare Services and delivery of these calls to DHS' case workers. The solution will provide the following capabilities:

- Speech enabled menus.
- Select either CPS or APS.
- Select the county of the suspected incident.
- Route calls to the appropriate Case Worker based upon county location, CPS or APS, the time of day, and other conditions as set forth by DHS.
- Be compatible with both VoIP and legacy PBX systems.
- Be able to deliver calls to Smartphones.
- The Case Workers must be able to logon/login through a browser on their computer, iOS or Android device.
- In addition to the 800 number, be able to use the existing numbers that each of the 30 jurisdictions/offices have currently published.

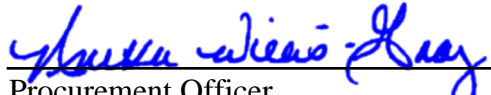



- DHS will be able to control who is available to take calls and to track the calls into the Call Center.
- DHS will be able to see who called, when they called, and what case worker received the call.
- In the event that a case worker is logged in and misses the call, the Solution will re-route the call to another case worker.
- The supervisor will have visibility to see which case workers are logged in and available.

DHS is looking for a solution that will provide an alternative for competition that meets the needs of the agency while still meeting the preference for competition. DHS has chosen this cooperative partnership over others evaluated primarily because of the requirement for NEC software that is compatible with DHS' current telecommunications technology and the number of vendors available to bid. DHS has considered three other ICPAs, as follows. The National Cooperative Purchasing Alliance (NCPA) is a viable option, but the contract expires July 31, 2024, with an option to renew for two (2) additional one (1) year periods through July 31, 2026. Equalis was not considered due to its existence being relatively new in the marketplace. Sourcewell has a total of four (4) authorized resellers of the NEC products; therefore, this would be a competitive bid.

There are anticipated financial savings to DHS because the initial installation of the product has been completed under the current contract. The compatible hardware components that were purchased under the current contract would mean that this new contract will continue to build on the configuration for optimal performance. In addition, from a technical perspective, DHS will save money by not having to retrain the staff on how to use the existing system as most user training was completed under the current contract.

In accordance with COMAR 21.05.09.04, the Procurement Officer determined that the use of this Intergovernmental Cooperative Purchasing Agreement will provide cost benefits to the State, will promote administrative efficiencies and promote intergovernmental cooperation. These ICPA Agreements are in the best interest of the State and are not intended to evade the purposes set forth under COMAR 21.01.01.03.

Determination By:	 _____ Procurement Officer	Date:	<u>11/06/2023</u> _____
Approval By:	 _____ DHS Secretary Rafael López	Date:	<u>November 20, 2023</u> _____

DGS OSP ICPA POD for DHS APS-CPS 12.2023

Final Audit Report


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✔ Agreement completed.

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